



2009 Annual Employee Survey Results

U.S. Railroad Retirement Board
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U.S. Railroad Retirement Board Annual Employee Survey Results, 2009 (Survey Administration Period 09/22/09 to 10/06/09)

1. **Interpretation of Results:** Overall, the responses to the employee survey look very positive. We were pleased that of the 909 employees invited to participate, 546 completed the survey, for a response rate of 60%.

Based on OPM's guideline for determining notable results, we scored especially high (greater than 65% favorable—Strongly Agree/Agree) on the majority of the items for questions measuring personal work experiences. Ninety four percent of the respondents think the work they do is important (question 10) and 89% know how their work relates to the agency's goals and priorities (question 9). Seventy seven percent of respondents feel their work gives them a feeling of personal accomplishment (question 3). Over 80% of respondents like the kind of work they do (question 4, 83%) and feel the people they work with cooperate to get the job done (question 1, 82%). Additionally, employees continued to feel supported by their supervisor to balance work and other life issues (question 24, 81%).

On the other hand, the lowest scores were on items measuring performance culture and job satisfaction—although these scores still represent only a minority of the employees that responded. For example, only 33% of the employees surveyed felt that pay raises depend on how well employees perform their jobs (question 20). Only 32% of the employees surveyed agree that steps are taken to deal with poor performers who do not improve (question 16). The areas we intend to concentrate on improving in the upcoming years are training and dealing with poor performance.

2. **How the survey was conducted:** The survey was conducted online from September 22nd, 2009 to October 6th, 2009.

3. **Description of the employee sample:** All full-time, permanent employees of the agency as of December 31st, 2008 were surveyed.

4. **Survey items, response choices, and number of respondents for each question:** see the table on pages three through eleven.

5. **Number of employees surveyed, number who responded, and representation of respondents:** Of the 909 employees surveyed, 546 responded, for a 60% response rate. Below are the demographics of the population.

Work Location	Respondents
Headquarters	74%
Field	26%
Supervisory Status	
Non-Supervisor	71%

Team Leader	12%
Supervisor	11%
Manager	6%
Executive	1%
<i>Gender</i>	
Male	35%
Female	65%
<i>Hispanic or Latino?</i>	
Yes	5%
No	95%
<i>Racial Category</i>	
American Indian or Alaska Native	2%
Asian	2%
Black or African American	33%
Native Hawaiian or Other Pacific Islander	1%
White	65%

1. The people I work with cooperate to get the job done.		
	Response Percent	Response Count
Strongly Agree	28.80%	157
Agree	53.30%	291
Neither Agree Nor Disagree	10.80%	59
Disagree	5.70%	31
Strongly Disagree	1.50%	8
2. I am given a real opportunity to improve my skills in my organization.		
	Response Percent	Response Count
Strongly Agree	17.00%	93
Agree	40.10%	219
Neither Agree Nor Disagree	25.10%	137
Disagree	13.40%	73
Strongly Disagree	4.40%	24
3. My work gives me a feeling of personal accomplishment.		
	Response Percent	Response Count
Strongly Agree	30.40%	166
Agree	46.30%	253
Neither Agree Nor Disagree	14.80%	81
Disagree	6.40%	35
Strongly Disagree	2.00%	11
4. I like the kind of work I do.		
	Response Percent	Response Count
Strongly Agree	34.60%	189
Agree	48.50%	265
Neither Agree Nor Disagree	11.50%	63
Disagree	4.20%	23
Strongly Disagree	1.10%	6
5. I have trust and confidence in my supervisor.		
	Response Percent	Response Count
Strongly Agree	32.40%	177
Agree	39.40%	215
Neither Agree Nor Disagree	15.40%	84
Disagree	7.50%	41
Strongly Disagree	5.30%	29
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?		
	Response Percent	Response Count
Very Good	38.50%	210
Good	34.10%	186
Fair	17.80%	97
Poor	6.00%	33

Very Poor	3.70%	20
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.		
	Response Percent	Response Count
Strongly Agree	15.10%	81
Agree	54.30%	292
Neither Agree Nor Disagree	19.10%	103
Disagree	8.60%	46
Strongly Disagree	1.50%	8
Do Not Know	1.50%	8
8. My work unit is able to recruit people with the right skills.		
	Response Percent	Response Count
Strongly Agree	8.60%	46
Agree	35.10%	189
Neither Agree Nor Disagree	32.50%	175
Disagree	13.60%	73
Strongly Disagree	4.80%	26
Do Not Know	5.40%	29
9. I know how my work relates to the agency's goals and priorities.		
	Response Percent	Response Count
Strongly Agree	36.20%	195
Agree	52.80%	284
Neither Agree Nor Disagree	7.80%	42
Disagree	2.20%	12
Strongly Disagree	0.60%	3
Do Not Know	0.40%	2
10. The work I do is important.		
	Response Percent	Response Count
Strongly Agree	54.10%	291
Agree	40.10%	216
Neither Agree Nor Disagree	4.50%	24
Disagree	1.30%	7
Strongly Disagree	0.00%	0
Do Not Know	0.00%	0
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.		
	Response Percent	Response Count
Strongly Agree	21.90%	118
Agree	44.20%	238
Neither Agree Nor Disagree	13.60%	73
Disagree	14.50%	78
Strongly Disagree	5.80%	31

Do Not Know	0.00%	0
12. Supervisors/team leaders in my work unit support employee development.		
	Response Percent	Response Count
Strongly Agree	18.20%	98
Agree	40.70%	219
Neither Agree Nor Disagree	21.90%	118
Disagree	11.70%	63
Strongly Disagree	5.90%	32
Do Not Know	1.50%	8
13. My talents are used well in the workplace.		
	Response Percent	Response Count
Strongly Agree	19.90%	107
Agree	46.70%	251
Neither Agree Nor Disagree	18.60%	100
Disagree	9.30%	50
Strongly Disagree	5.60%	30
Do Not Know	0.00%	0
14. My training needs are assessed.		
	Response Percent	Response Count
Strongly Agree	10.20%	55
Agree	39.60%	213
Neither Agree Nor Disagree	28.40%	153
Disagree	15.10%	81
Strongly Disagree	5.80%	31
Do Not Know	0.90%	5
15. Promotions in my work unit are based on merit.		
	Response Percent	Response Count
Strongly Agree	9.40%	50
Agree	32.30%	172
Neither Agree Nor Disagree	30.10%	160
Disagree	13.00%	69
Strongly Disagree	8.80%	47
Do Not Know	6.40%	34
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.		
	Response Percent	Response Count
Strongly Agree	4.90%	26
Agree	26.90%	143
Neither Agree Nor Disagree	29.10%	155
Disagree	16.00%	85
Strongly Disagree	11.30%	60
Do Not Know	11.80%	63
17. Creativity and innovation are rewarded.		

	Response Percent	Response Count
Strongly Agree	5.10%	27
Agree	33.10%	176
Neither Agree Nor Disagree	32.00%	170
Disagree	17.70%	94
Strongly Disagree	8.30%	44
Do Not Know	3.90%	21
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).		
	Response Percent	Response Count
Strongly Agree	19.00%	101
Agree	50.20%	267
Neither Agree Nor Disagree	16.70%	89
Disagree	6.20%	33
Strongly Disagree	4.30%	23
Do Not Know	0.80%	4
No Basis to Judge	2.80%	15
19. In my work unit, differences in performance are recognized in a meaningful way.		
	Response Percent	Response Count
Strongly Agree	7.70%	41
Agree	29.30%	156
Neither Agree Nor Disagree	28.80%	153
Disagree	18.60%	99
Strongly Disagree	6.20%	33
Do Not Know	9.40%	50
20. Pay raises depend on how well employees perform their jobs.		
	Response Percent	Response Count
Strongly Agree	5.10%	27
Agree	27.80%	148
Neither Agree Nor Disagree	29.90%	159
Disagree	21.80%	116
Strongly Disagree	9.20%	49
Do Not Know	6.20%	33
21. My performance appraisal is a fair reflection of my performance.		
	Response Percent	Response Count
Strongly Agree	16.00%	85
Agree	47.40%	252
Neither Agree Nor Disagree	20.10%	107
Disagree	8.60%	46
Strongly Disagree	6.20%	33
Do Not Know	1.70%	9
22. Discussions with my supervisor/team leader about my performance are worthwhile.		

	Response Percent	Response Count
Strongly Agree	15.20%	81
Agree	43.00%	229
Neither Agree Nor Disagree	25.60%	136
Disagree	7.00%	37
Strongly Disagree	6.80%	36
Do Not Know	2.40%	13
23. Managers/supervisors/team leaders work well with employees of different backgrounds.		
	Response Percent	Response Count
Strongly Agree	16.90%	90
Agree	48.50%	258
Neither Agree Nor Disagree	17.30%	92
Disagree	4.90%	26
Strongly Disagree	5.50%	29
Do Not Know	7.00%	37
24. My supervisor supports my need to balance work and family issues.		
	Response Percent	Response Count
Strongly Agree	37.00%	197
Agree	44.00%	234
Neither Agree Nor Disagree	11.10%	59
Disagree	2.10%	11
Strongly Disagree	3.00%	16
Do Not Know	2.80%	15
25. I have a high level of respect for my organization's senior leaders.		
	Response Percent	Response Count
Strongly Agree	15.50%	82
Agree	39.80%	211
Neither Agree Nor Disagree	25.80%	137
Disagree	11.10%	59
Strongly Disagree	6.80%	36
Do Not Know	0.90%	5
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.		
	Response Percent	Response Count
Strongly Agree	7.70%	41
Agree	32.10%	170
Neither Agree Nor Disagree	29.80%	158
Disagree	17.40%	92
Strongly Disagree	11.10%	59
Do Not Know	1.90%	10
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.		
	Response Percent	Response Count

Strongly Agree	11.50%	61
Agree	45.80%	243
Neither Agree Nor Disagree	23.20%	123
Disagree	4.50%	24
Strongly Disagree	2.60%	14
Do Not Know	12.30%	65
28. Employees are protected from health and safety hazards on the job.		
	Response Percent	Response Count
Strongly Agree	17.90%	95
Agree	56.80%	301
Neither Agree Nor Disagree	14.00%	74
Disagree	5.50%	29
Strongly Disagree	2.50%	13
Do Not Know	3.40%	18
29. Employees have a feeling of personal empowerment with respect to work processes.		
	Response Percent	Response Count
Strongly Agree	7.40%	39
Agree	36.00%	191
Neither Agree Nor Disagree	29.80%	158
Disagree	14.20%	75
Strongly Disagree	8.30%	44
Do Not Know	4.30%	23
30. My workload is reasonable.		
	Response Percent	Response Count
Strongly Agree	11.90%	63
Agree	53.60%	284
Neither Agree Nor Disagree	14.20%	75
Disagree	12.80%	68
Strongly Disagree	7.40%	39
Do Not Know	0.20%	1
31. Managers communicate the goals and priorities of the organization.		
	Response Percent	Response Count
Strongly Agree	12.30%	65
Agree	52.10%	276
Neither Agree Nor Disagree	19.80%	105
Disagree	7.90%	42
Strongly Disagree	5.10%	27
Do Not Know	2.80%	15
32. My organization has prepared employees for potential security threats.		
	Response Percent	Response Count
Strongly Agree	12.60%	67
Agree	46.20%	245

Neither Agree Nor Disagree	25.10%	133
Disagree	9.60%	51
Strongly Disagree	2.80%	15
Do Not Know	3.60%	19
33. How satisfied are you with the information you receive from management on what's going on in your organization?		
	Response Percent	Response Count
Very Satisfied	12.50%	66
Satisfied	39.00%	205
Neither Satisfied Nor Dissatisfied	26.00%	137
Dissatisfied	16.70%	88
Very Dissatisfied	5.70%	30
34. How satisfied are you with your involvement in decisions that affect your work?		
	Response Percent	Response Count
Very Satisfied	12.00%	63
Satisfied	34.80%	183
Neither Satisfied Nor Dissatisfied	28.10%	148
Dissatisfied	18.30%	96
Very Dissatisfied	6.80%	36
35. How satisfied are you with your opportunity to get a better job in your organization?		
	Response Percent	Response Count
Very Satisfied	9.30%	49
Satisfied	29.10%	153
Neither Satisfied Nor Dissatisfied	32.30%	170
Dissatisfied	18.30%	96
Very Dissatisfied	11.00%	58
36. How satisfied are you with the recognition you receive for doing a good job?		
	Response Percent	Response Count
Very Satisfied	16.00%	84
Satisfied	40.30%	212
Neither Satisfied Nor Dissatisfied	24.00%	126
Dissatisfied	13.30%	70
Very Dissatisfied	6.50%	34
37. How satisfied are you with the policies and practices of your senior leaders?		
	Response Percent	Response Count
Very Satisfied	9.30%	49
Satisfied	35.60%	187
Neither Satisfied Nor Dissatisfied	32.90%	173
Dissatisfied	15.00%	79
Very Dissatisfied	7.20%	38
38. How satisfied are you with the training you receive for your present job?		
	Response	Response

	Percent	Count
Very Satisfied	12.00%	63
Satisfied	43.00%	226
Neither Satisfied Nor Dissatisfied	28.50%	150
Dissatisfied	12.70%	67
Very Dissatisfied	3.80%	20
39. Considering everything, how satisfied are you with your job?		
	Response Percent	Response Count
Very Satisfied	22.10%	116
Satisfied	52.70%	277
Neither Satisfied Nor Dissatisfied	13.90%	73
Dissatisfied	7.40%	39
Very Dissatisfied	4.00%	21
40. Considering everything, how satisfied are you with your pay?		
	Response Percent	Response Count
Very Satisfied	19.00%	100
Satisfied	47.30%	249
Neither Satisfied Nor Dissatisfied	17.50%	92
Dissatisfied	12.90%	68
Very Dissatisfied	3.20%	17
41. What is your supervisory status?		
	Response Percent	Response Count
Non-Supervisor: You do not supervise other employees.	70.70%	369
Team Leader: You are not an official supervisor; you provide employees with day-to-day guidance in work projects, but do not have supervisory responsibilities or conduct performance appraisals	11.70%	61
Supervisor: You are responsible for employees' performance appraisals and approval of their leave, but you do not supervise other supervisors.	10.70%	56
Manager: You are in a management position and supervise one or more supervisors.	5.90%	31
Executive: Member of the Senior Executive Service or equivalent.	1.00%	5
42. Are you:		
	Response Percent	Response Count
Male	34.90%	182
Female	65.10%	340
43. Are you Hispanic or Latino?		
	Response Percent	Response Count
Yes	4.80%	25
No	95.20%	497
44. Please select the racial category or categories with which you most closely identify (Please select one or more):		
	Response Percent	Response Count

White	65.00%	325
Black or African American	33.40%	167
Native Hawaiian or Other Pacific Islander	0.80%	4
Asian	1.80%	9
American Indian or Alaska Native	2.00%	10
45. What is your agency subcomponent?		
	Response Percent	Response Count
Office of Board Members	2.70%	14
Office of Inspector General	4.20%	22
Office of Equal Opportunity	0.20%	1
Bureau of Actuary	2.10%	11
Bureau of Fiscal Operations	7.70%	40
Office of General Counsel	1.90%	10
Bureau of Information Services	13.20%	69
Office of Legislative Affairs	0.20%	1
Bureau of Hearing and Appeals	0.80%	4
Office of Administration	3.30%	17
Acquisition Management	0.80%	4
Public Affairs	1.30%	7
Bureau of Human Resources	1.50%	8
Office of Programs	9.00%	47
Operations	12.10%	63
Policy and Systems	5.20%	27
Resource Management Center	1.70%	9
Assessment and Training	5.70%	30
Field Service	26.40%	138